

REMARKS

This Amendment is filed in response to the Office action dated December 2, 2004. All objections and rejections are respectfully traversed.

Claims 1-23 are presently pending in this case.

Claims 1-23 are rejected.

Claim Rejection – 35 U.S.C. § 102(b)

At paragraph 2 of the Office action, claims 1-23 were rejected under 35 U.S.C. § 102(b) as being anticipated by U.S. Patent No. 5,590,188 to Crockett ("Crockett").

The present invention, as set forth in representative claim 1, comprises in part:

A method for controlling call routing by a communication system, comprising:

receiving a call;

executing a script in response to receiving said call, said script having instructions that when executed by the system control routing of said call in the system, ***the script including at least one call routing instruction that references a variable***;

reading said variable from a database, said database holding a value for said variable, ***said database having said value updated in response to action by a user***; and

setting the variable equal to the value, to determine a destination of the call in response to the value.

Crockett discloses a script driven call routing processor, which executes logic statements in script to determine routing of telephone calls. Crockett gives two examples of scripts, an old script at col. 10 line 10 through col. 13 line 8, and his new example in col. 13 line 23 - line 31. In both his old and his new script Crockett indicates a routing to

a destination call center written into the script, represented by the terms “Chicago”, “Boston”, “Denver”, and “Seattle”. In addition, these destinations are written into the script a system time or date may be retrieved from the clock or calendar reading the operating system.

Applicants respectfully urge that in sharp contrast to Crockett, Applicants’ invention has a user-modified database in which a variable is referenced by the call routing instruction. The value of this variable is stored into the database *in response to action by a user*. The value in the database is then referenced by the call routing instruction and call routing is performed based on this value.

Applicants’ invention uses a call routing instruction to read the value from a database. This value in the database is stored in response to action by a user. The call routing instruction uses this value to determine the destination of the call. Conversely, Crockett teaches how to retrieve the clock or calendar by reading the value from the operating system. Unlike Crockett, Applicants do not read from the operating system, rather Applicants read a value stored in the database by a person, a user.

Accordingly, Applicants respectfully urge that the Crockett is legally precluded from anticipating the present invention under 35 U.S.C. 102(b) because of the absence in Crockett of any disclosure of Applicants claimed novel, *executing a script in response to receiving said call*, said script having instructions that when executed by the system control routing of said call in the system, *the script including at least one call routing instruction that references a variable; reading said variable from a database*, said database holding a value for said variable, *said database having said value updated in response to action by a user*.

Claims 8, 15, 22 and 23 are independent claims which are believed to be allowable for the same reasons as set forth with respect to claim 1, and therefore are believed to be in condition for allowance. Claims 2-7, 9-14 and 16-21 are dependent on independent claims which are believed to be in condition for allowance, and therefore are believed to be in condition for allowance, as well.

All independent claims are believed to be in condition for allowance.

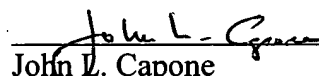
All dependent claims are believed to be dependent from allowable independent claims, and therefore in condition for allowance.

Favorable action is respectfully solicited.

Please charge any additional fee occasioned by this paper to our Deposit Account No. 03-1237.

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Respectfully submitted,



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